

Attributes

Attribute	Condition	Value
<input type="checkbox"/> cardNameAddress	contains	Jelena
<input type="checkbox"/> subject	contains	redirect

New

Actions

Action	Value
<input type="checkbox"/> redirect	jonad@kana.com

New

OK

Cancel

Help

FIG. 2A

86277"EEEE6T60

Category Entry

Name: Job Inquiries

Hot Key: job

Description:

Template Text: Thank you for contacting us about employment. We will be getting back to you shortly.

Parent Category: root

☐ Keep Thread Ownership ☐ Include Incoming Attachments

Recipients View Delete Attachments View Delete

To: (Original Sender)

From: (Original Sender)

FIG. 2B

86277-EE6T60

Save Cancel Save & New Delete Spell Check

Queue Entry

Name:

Description:

Timeout: minutes

Reroute To:

Users

- Adi
- administrator
- alex.broquet
- Amanda Sullivan
- Amie Levin
- Andy Gieszo
- Brian Davis
- Chris Chalmers
- Chris Noble

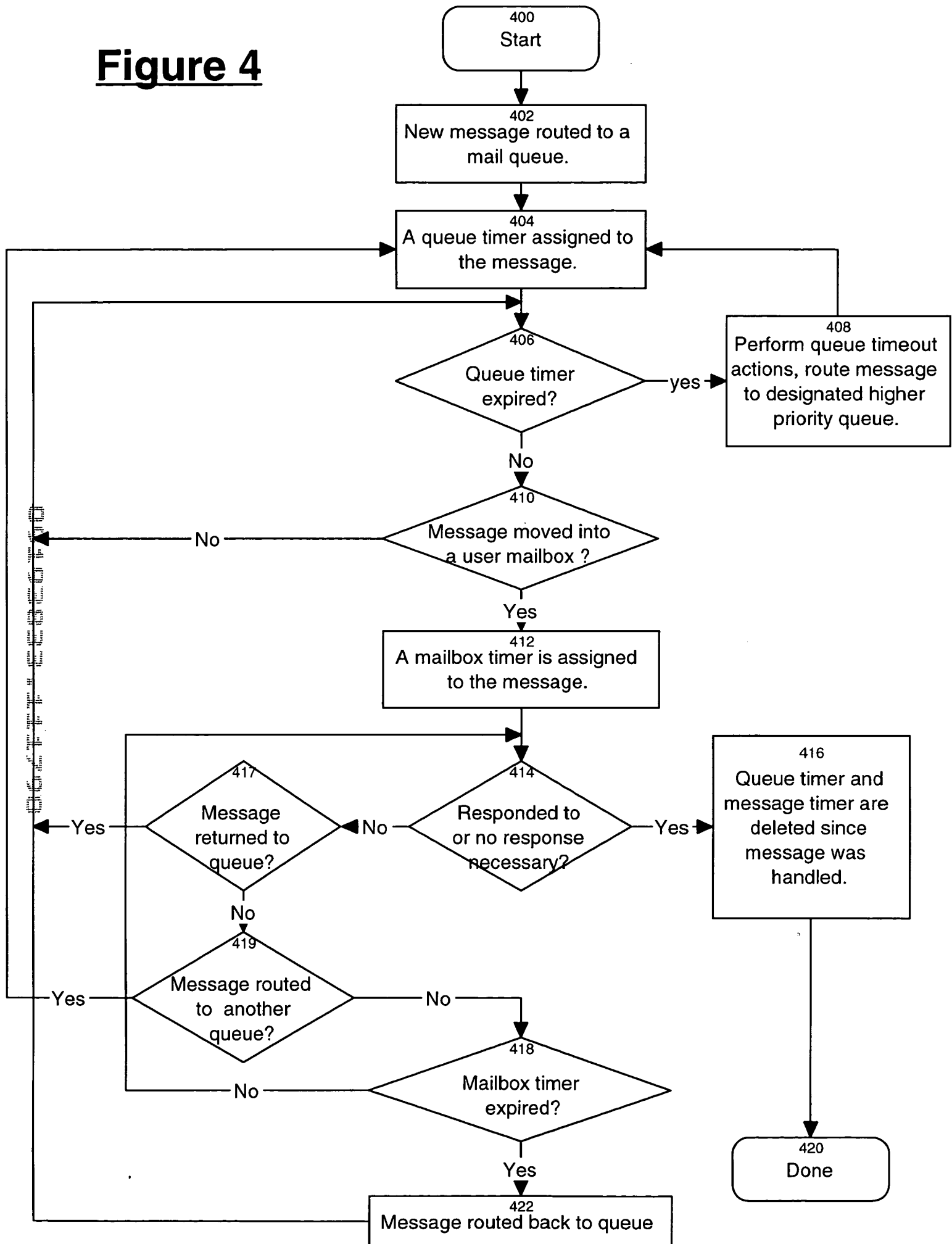
Assigned Users

- Mark Ganev
- Peter Smith
- Sam Salesman

Add >>

FIG. 3

Figure 4



Save Cancel Save & New Delete Spell Check

User Entry

Name: alex@edison

Password: *****

Confirm Password: *****

Description:

☒ Allow Administrative Functions

☐ Vacation Mode - Mail is routed to: admin@edison

Queues Assigned Queues

FIG. 5

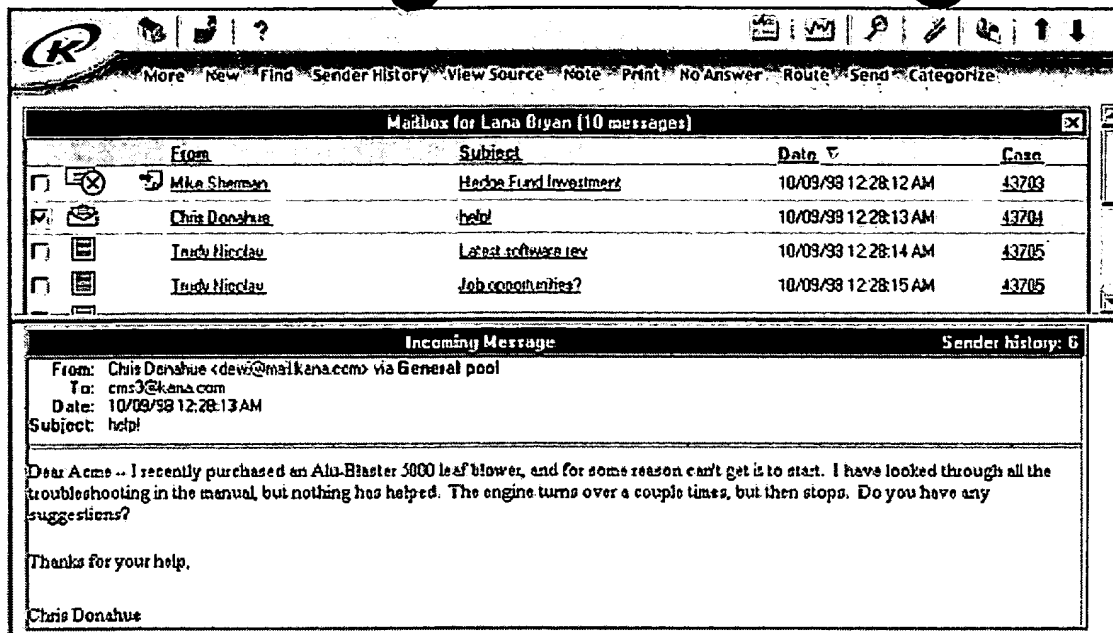


FIG. 6

Outgoing Message

From: Chris Donahue
 <dewi@mail.kana.com>
To: cms3@kana.com
Date: 10/09/98 12:28:13AM
Subject: help

Dear Acme -- I recently purchased an AluBlaster 5000 leaf blower, and for some reason can't get it to start. I have looked through all the troubleshooting in the manual, but nothing has helped. The engine turns over a couple times, but then stops. Do you have any suggestions?

Thanks for your help,
 Chris Donahue

FIG. 7

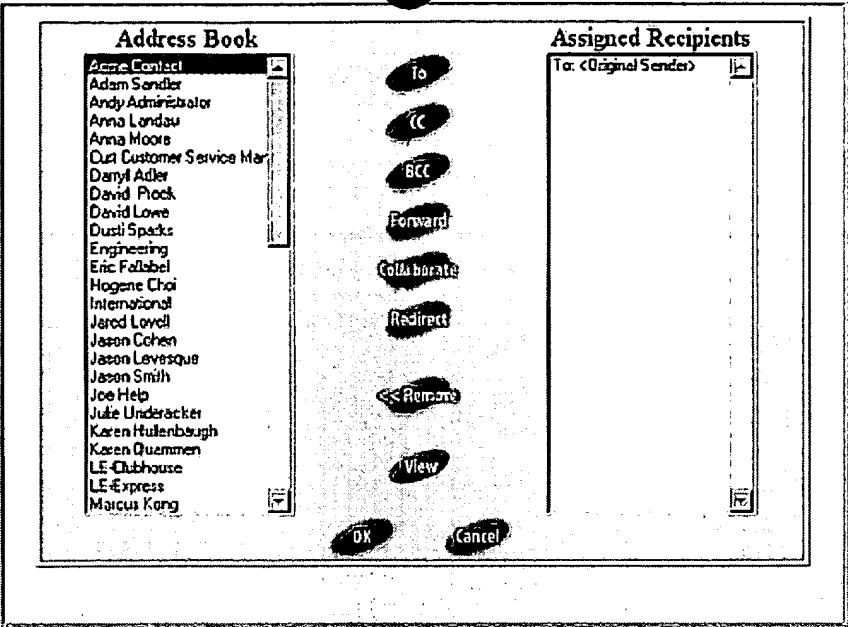


FIG. 8

36277 "EEBETED

Figure 9

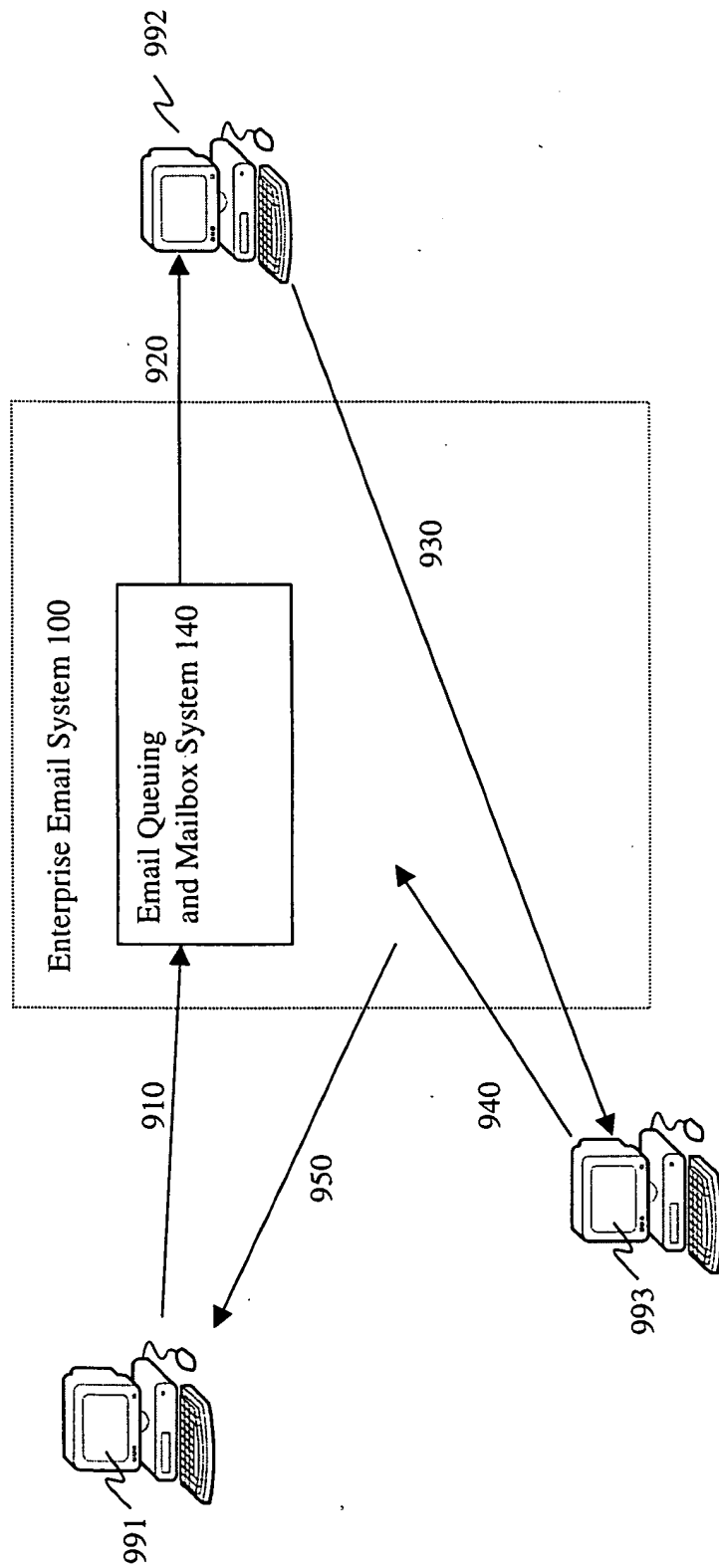


Figure 10

